

Cultural and Linguistic Access

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Language Needs in California

- 40% of Californians speak a language other than English

Of these:

- 65% speak Spanish
- 22% speak an Asian or Pacific Islander language
- 0.4% speak an African language

Cultural and Linguistic Issues

- Studies show that the lack of language services affects:
 - Access to health care services and preventive care
 - Result in greater emergency room use
 - Impedes patients from comprehending diagnoses
- Misunderstandings of cultural practices and beliefs can result in negative health outcomes

Cultural Competence

- Understanding the background, cultural values, and beliefs of patients, and applying that understanding in a health context.
- Cultural competency is the genuine sensitivity and respect given to people regardless of their ethnicity, race, language, culture or national origin.
- Ability to anticipate and recognize misunderstandings that arise from the differing cultural assumptions and expectations of providers and patients and to respond to such issues appropriately.

AB 1195 (Coto)

- Requires provider continuing education requirements to include a component of cultural competency.

SB 853 – Health Plans

- Health plans must provide language services for communication between enrollees and plan administrative staff
- Health plans must share responsibility with providers for ensuring culturally and linguistically appropriate services
- Health plans must have information systems capable of identify language needs and measuring quality by language, race, ethnicity

SB 853 Recommendations

- Identification of each enrollee's language, race and ethnicity
- Informing enrollees of the availability of language services
- Analysis of internal data such as grievances and member satisfaction information, utilization, claims and health outcome data by race, ethnicity, and language to identify disparities

Provider Reimbursement

- DHS Task Force
- Based on SB 1040 (Soto) of 2006
- Will recommend interpreter reimbursement through Medi-Cal
- May recommend interpreter certification process

Addressing Prevention

- AB 1472 (Leno) addresses building healthy communities.
- Find action alert and more information on www.cpehn.org